



# Quality Account

South West Healthcare is pleased to present this Year in Review, the Quality Account for the financial year 2021-22. As expected, our year was dominated by planning for and managing the impacts of COVID-19 and yet we continued to provide high-quality care for the community. This review shares our achievements and outlines a range of initiatives, quality outcomes and stories which highlight how South West Healthcare partner with consumers to deliver safe, effective and person centred care.

Here at South West Healthcare our patients, consumers, clients, residents and communities are at the heart of everything we do. Our team of 2,013 staff, supported by 100 active volunteers, provide a large range of services across South West Victoria. South West Healthcare aims to provide a great health care experience.

In 2021-22 some of our highlights included:

- Planning and management of COVID-19
- Launch of our new improved website in January 2022 - [www.southwesthealthcare.com.au](http://www.southwesthealthcare.com.au)
- Commencement of the GEM @ Home program
- Purchase of 16 zero emission motor vehicles
- Introduction of the revised Consumer and Community Advisory Committee (CCAC) structure
- Achievement of Human Service Standards accreditation for our Centre Against Sexual Assault (CASA) service
- Return of approximately 100 volunteers across the health service following COVID-19 restrictions

We hope you enjoy reading our Year in Review, Quality Account and learning more about the exceptional outcomes that have been achieved across South West Healthcare in 2021-22.



# Our Response to COVID-19



COVID-19 has been impacting lives worldwide for more than two years, and although we are learning to live with it, the effects of the pandemic continue to be felt across our health service and the global health industry.

We know restricted visiting hours were difficult on patients, families and friends and we thank you for your patience and understanding. We needed to implement restrictions to manage the volume of people in our health service and reduce the risk of COVID-19 transmission to vulnerable patients in our care, and to our staff. This also helped us to maintain physical distancing and density limits. We understand that everyone needs someone to support them during their admission to hospital and through challenging and difficult times, this is why we eased the restrictions as soon as possible and before many other health services.

We are working hard to care for COVID-19 positive patients, to protect and care for patients without COVID-19, and to ensure our health service can continue to provide excellent care. Thank you for your kindness, understanding and support.

39,040

PCR tests undertaken

66,986

COVID-19 vaccinations administered across Warrnambool, Camperdown, Lismore

165

Patients admitted and treated at South West Healthcare with COVID-19

641

All Abilities Clinic administered vaccinations

# All Abilities Vaccination Clinic

An All Abilities Vaccination Clinic was introduced to support the delivery of the COVID-19 vaccination in a low sensory environment designed specifically to support individuals who have barriers to receiving their COVID-19 vaccinations through commonly available channels. The environment enabled people to feel more comfortable with their surroundings and have fewer people around at the time of receiving their vaccinations.

South West Healthcare Disability Liaison Officer, Michelle Hawker tells the story of a community member who had severe anxiety around needles. They had been working with a psychologist to introduce methods to reduce their anxiety, which included exposure therapy and using meditation. The All Abilities Team set up a quiet meditation room for use by the consumer both before and after their successful vaccination. A great result for just one community member who was holistically supported to undergo what could have been a traumatic experience.

Like other outreach services, the All Abilities team also coordinated vaccinations for people who were not able to come to the clinic. This included a family who had recently welcomed a new child prematurely. The team was able to provide COVID-19 boosters for parents and the first dose to one of their other children. This was all coordinated and performed in the comfort of the family's home.

## Acknowledgement of country

South West Healthcare acknowledges the traditional custodians of the land on which our campuses are located: the Djguard Wurrung people (Camperdown), the Wadawurrong people (Lismore), the Gunditjmarra people (Hamilton, Macarthur and Portland) and the Peek Whurrong people (Warrnambool). We pay respect to all Elders past, present and emerging.



# COVID-19 Remote Patient Monitoring (RPM)



This year South West Healthcare has made 4,875 phone calls to 1,317 COVID-19 patients who were isolating at home.

The program required the RPM team to contact people in the community who had tested positive for COVID-19 and ask set questions to assess and monitor their symptoms and wellbeing. Some patients were also provided with equipment, such as pulse oximeters and thermometers, to be able to measure and report metrics that might indicate deterioration in their condition. Patients of concern were then able to be escalated for medical assessment. The team were also able to link in with mental health support and practical support such as food and essential items.

The feedback from people receiving this service has been overwhelmingly positive, particularly those people who were alone and in isolation.

(l-r) Dennis Sta Teresa, with RPP staff Joy Wakefield and Annette O'Keefe

# Respiratory Protection Program (Fit Testing)

The COVID-19 pandemic has resulted in a significant increase in the use of personal protective equipment (PPE) and more specifically the use of N95 masks. In 2020, all Victorian health services were required to implement a Fit Testing program to assist staff in selecting the best fitting N95 mask. Each staff member should be Fit Tested annually.

Our Fit Testing team are responsible for ensuring that our staff are trained to use a selection of respirators that have passed individualised tests. These tests take into consideration different activities, face shape and comfort. The testing is achieved using the dedicated Portacount machine that measures the 'leak rates' of each respirator mask. Our team also provide education to staff that is delivered to upskill staff on the risks of respiratory hazards in the workplace.

Whilst COVID-19 has reinforced how essential masks are to us all, it is important to note that respiratory hazards in healthcare extend to other infectious diseases that require an N95 mask, such as tuberculosis, measles, varicella and other novel illnesses requiring airborne precautions such as Monkey Pox.

Our team have tested

**1,451**

South West Healthcare  
staff and

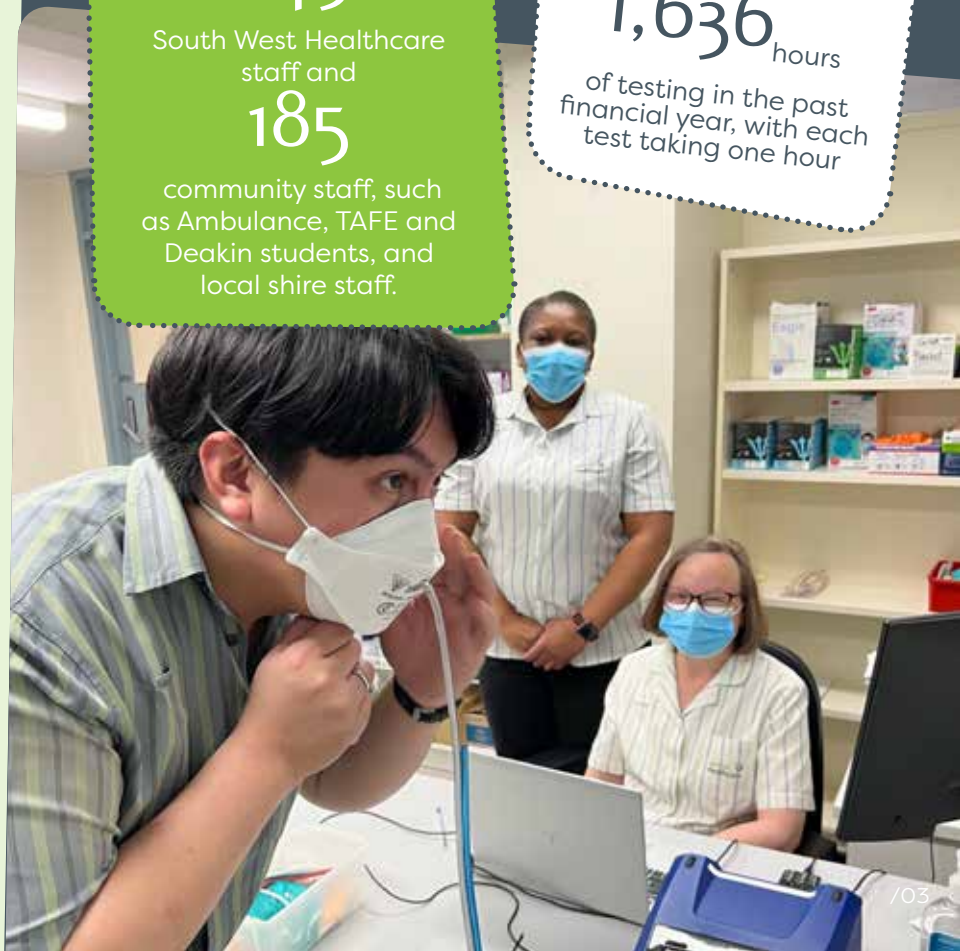
**185**

community staff, such  
as Ambulance, TAFE and  
Deakin students, and  
local shire staff.

The Fit Testing team  
completed more than

**1,636** hours

of testing in the past  
financial year, with each  
test taking one hour





# High Risk Accommodation Response

The High Risk Accommodation Response (HRAR) program was established in 2020 to assist people living in high-density accommodation with COVID-19 prevention and management. The program has provided support and information to people living in Supported Residential Services, caravan parks, public housing units and other settings across the South West region.

During 2021-22, the program achieved the following outcomes:

- Visited over 400 residents living in public housing and caravan parks
- Provided information on preventing COVID-19,

including support to access vaccinations and attainment of proof of vaccinations

- Conducted on-site clinics at two Supported Residential Services for residents to access vaccinations
- Assisted two Supported Residential Services to develop and implement a COVID-19 safe plan
- Provision of COVID-19 equipment including Rapid Antigen Tests, Personal Protective Equipment and hand sanitiser
- Assisted COVID-19 positive tenants to self-isolate at home by providing access to food, medication and medical advice where required

- Assisted residential facilities to manage COVID-19 outbreaks, minimising the spread of infection
- Worked in partnership to safely reopen the Community Rooms in public housing, allowing tenants to socialise and connect in communal areas.

As restrictions have eased, it's been good to see residents getting back into their usual social activities – although some people remain isolated or lonely. If you know of someone living alone who might appreciate some company, give them a call or drop in – it's a great time to reconnect!

## Psychogeriatric Nurse Practitioner

The Psychogeriatric Nurse Practitioner (PNP) role enhances and supports individualised care for elderly patients who were experiencing changes to their cognition, memory and thinking.

The PNP becomes involved in the patient's care by undertaking assessments, providing information and education, diagnosing symptoms and reviewing medications. This support is generally provided to people over the age of 65 years, or in some cases younger patients, with cognitive impairment, dementia or complicated delirium. The key practice driving all of this is advocating and embedding holistic care for each patient.

The majority of patients seen by the PNP are experiencing delirium. Delirium is a

significant change in cognitive function and can indicate a serious underlying physical illness and/or mental health issues. It is a significant issue within healthcare services and the PNP role uses best practices from around the world to support and provide expert advice to clinical staff working in the hospital environment. This can be informal training for staff on the wards, assessments to more formal training. This education helps build the capacity to care for patients with physical and/or mental health issues.

The PNP is a key member of the Cognitive Impairment Working Group. This working group develop ways of improving care for patients with delirium and ensuring that suitable resources are available. They have worked closely with volunteers

to develop resource boxes for each ward for use by patients experiencing delirium, which contain a selection of fiddle mitts, blankets, and balls.



Maggie How-Ely  
Psychogeriatric Nurse Practitioner

# Merindah Lodge

The staff have strived to provide the very best of care for the consumers (residents) by providing a COVID-19 safe activity program and ensuring the consumers maintained contact with their families and loved ones during long periods of lock down due to COVID-19. Our visitor program is very popular and we are continually monitoring all who enter Merindah Lodge to ensure visits remain safe and enjoyable.

Our consumers have enjoyed celebrating many occasions throughout the year, including the AFL Grand Final, Christmas Lunch with family, bus trips, Mother's Day and Easter just to name a few. Staff have always gone the extra mile by dressing up where required, with many a special themed food

celebrations being enjoyed by all.

Bus trips or outings are occurring regularly again now that lockdowns are complete. Consumers feel safe to again go out and rejoin their friends in the community and, as always, strive to have fun.

Our focus for 2021-22 has been to embed the recommendations from the Royal Commission into Aged Care into the care we provide. One of our priorities has been to ensure the use of restrictive practices has been removed where possible; this means free and easy access for our consumers to move around Merindah Lodge, including the grounds of the health service. Many consumers now have their own swipe card to be able to enter and exit their home as they wish.



*Kerri, Leisure and Lifestyle Assistant with Nora, resident of Merindah Lodge*

## IDAHOBIT Day

IDAHOBIT Day is the International Day against Homophobia, Biphobia, Intersexism and Transphobia. On 17 May, South West Healthcare staff wore a touch of rainbow to show their support for IDAHOBIT Day and for all LGBTQIA+ folk who are our friends, patients, allies and family members. South West Healthcare wishes to be visible in our support of staff and community who identify as LGBTQIA+ and to create a safe space for all members of the community to receive the healthcare they need.





# Maternity at Camperdown

719

Babies born at Warrnambool

38

Babies born at Camperdown

South West Healthcare Camperdown is the only birthing hospital in the Corangamite Shire, so it is important for local women to have an inviting and comfortable space during their pregnancy, birthing and postnatal experience. The facility now boasts an aesthetically pleasing area with state-of-the-art equipment, including a new CTG machine for fetal monitoring and replacement Resuscitate. The redevelopment of the Midwifery area has been generously funded by the Camperdown Hospital Auxiliary and has included hard and soft furnishings, flooring coverings and stunning artwork.

Camperdown now offers a public antenatal clinic for women. This exciting new model means that even for those women who are unable to birth at Camperdown due to their clinical needs, they can continue to have their antenatal care locally and then birth at a larger centre such as Warrnambool. These Mums and their babies are then welcomed back for postnatal care closer to home. This clinic runs every Thursday and is staffed by our dedicated and experienced midwifery team.

# Perinatal Wellbeing

The Perinatal Emotional Health Program (PEHP) and the Women's Health Clinic are working together to provide support for women who are pregnant and require emotional wellbeing support. All women at their 18 week review appointment are asked to complete a wellbeing screening tool called iCOPE. This screening tool identifies women who may require further support for their wellbeing and mental health during the perinatal period. A Perinatal Social Worker is located in the Women's Health Clinic two days per week to provide women as identified with the support they require.

iCOPE was introduced in March 2022 replacing a paper and pen exercise. iCOPE is completed as a digital tool, enabling screening to be undertaken by consumers on their own smart phone device, or on an iPad made available. Scoring is automatically calculated, interpreted and reported for both health professionals and consumers. Over 700 women were screened by South West Healthcare in 2021-22.

## Postpartum Haemorrhage (PPH) collaborative



(l-r) Tui Roberston, Jade Drake, Nicole Silva, Dr Rosy Buchanan and Jessie Crute

2.3%

18 patients from 784 deliveries 2020-21

1.8%

14 patients from 757 deliveries 2021-22

Maternity services are participating in the Safer Care Victoria Postpartum Haemorrhage (PPH) collaboration. This state-wide collaboration will improve outcomes for people giving birth across Victoria, with the aim to decrease harm from primary PPH following birth. PPH is the most common form of an obstetric emergency.

A PPH is a serious condition when a woman has heavy bleeding after giving birth. The collaborative aims to reduce harm by standardising and improving the response to PPH. The goal of the collaboration is to reduce primary PPH of more than 1.5 litres by 50% by February 2023.

South West Healthcare has already improved staff readiness and response to PPH as well as collaborating with consumers who have previously experienced a PPH to improve outcomes and experiences.

# Mental Health Royal Commission

## – actions



The Mental Health Service has been working on the implementation of the priority areas from the Royal Commission into Victoria's Mental Health System. We are currently working on eight priority areas as determined by the Department of Health as well as a Data Transformation Plan. These include:

- Embed lived experience in the leadership, design and delivery of Area Mental Health and Wellbeing Services.

- Establishing the two Area Mental Health and Wellbeing Services
- Expanding core clinical capacity
- Increasing the accessibility of the Area Mental Health and Wellbeing Services
- Primary and secondary consultation
- Forming a partnership with a non-governmental organisation that provides wellbeing support
- Integrated mental health and alcohol and other drugs treatment, care and support

- Supporting the new Adult and Older Adult Local Mental Health and Wellbeing Service

This means that the service is growing, seeing the service welcome multiple new doctors through college led efforts to enhance the future psychiatrist pipeline, new allied health graduates, offering long-term psychologist placements and four new community mental health engagement workers.

## Aboriginal Health Programs

Throughout 2021-22, The Aboriginal Liaison team worked closely with the local Aboriginal Community Controlled Health Organisations to provide support in their COVID-19 responses. During COVID-19 outbreaks the team worked with local communities to ensure there was access to testing, PPE and any other support required for people to be able to isolate at home and prevent the spread of infection within the community. The team developed close links with the Remote Monitoring Team to ensure appropriate assessment of their illness and escalation of care where required.

Another area of focus for the team has been the Maternity service project. This involved working with maternity services and the community to develop a culturally sensitive maternity and birthing environment. Part of this work has been the development of an antenatal shared care program with the GP and midwife at Gunditjmarra which has allowed continuity of care for women in a culturally appropriate way.

## South West Healthcare's GEM @ Home

GEM @ Home (Geriatric Evaluation and Managements at Home) is an alternative to being admitted to our GEM ward at South West Healthcare. This new initiative provides assessments and care in the comfort of the patient's own home. GEM @ Home aims to assess and optimise the health and quality of life of people living with conditions associated with ageing, chronic illness, frailty and loss of functional ability to prevent further deterioration and potential hospital admission.

GEM @ Home has six dedicated places (beds) and provides a seven day week home visiting service. The GEM @ Home team consists of a Geriatrician, Nursing Staff, Allied Health Staff, including Allied Health Assistants and a Pharmacist.

Our South West Healthcare GEM @ Home service commenced in December 2021 and has had 56 patients, equating to 651 bed days, in this new service.

GEM @ Home has seen higher patient and carer satisfaction:

- Patients feel they are more in control of their care. The healthcare team are visitors in their home, rather than the other way around.
- Sleeping in their own beds, eating foods they enjoy, their own routine.

# Zero Emission Vehicles (ZEV)

As part of the Victorian Government Zero Emissions Vehicle (ZEV) program, South West Healthcare has received charging infrastructure and subsidised lease costs for 16 Hyundai Kona battery electric vehicles. The cars have a 480km range, and will enable our community based clinicians to provide their services with cars that have much lower maintenance and running costs than petrol or diesel equivalents. Our overall fleet energy usage currently represents about 10% of overall energy usage at South West Healthcare. Considerable steps toward improving

the environmental footprint of our fleet have already been taken, with the rolling introduction of hybrid fleet cars since 2018. With a government commitment to source 100% electricity from green power for health services by 2025, these hybrid and electric cars will make a significant dent on our fleet emissions and have immediate benefits for the health of our communities.

*Below: Operations Manager Ben Manuell, Executive Director Redevelopment and Infrastructure Jamie Brennan, Buildings and Infrastructure Manager Stuart Blignaut, Chief Executive Officer Craig Fraser, Fleet Manager Tim van der Starre and Environmental Sustainability Officer Elvira Hewson.*



## Environmental Sustainability

Environmental Sustainability work at South West Healthcare is guided by our 2020–24 Environmental Management Plan and is overseen by the Environmental Sustainability Committee. The Plan reflects sustainability aspirations identified by staff in their area of expertise and influence and incorporates both large-scale infrastructure and continual quality improvement initiatives.

## Solar Panels

The solar portfolio was expanded last year with new solar Photo Voltaic (PV) arrays at Lismore, Macarthur, Portland Mental Health and Warrnambool PARC coming on line during the second half of 2021. South West Healthcare now has a total of 427kwp of solar PV arrays across 8 sites. In 2020–21, our total solar generation totalled 450,555kWh which equates to an estimated savings of \$84,704 for South West Healthcare.



# Greening our Food Services

Two wonderful sustainability initiatives have been introduced by our Food Services Department this year.

Approximately 250,000 single-use cups are used across the organisation each year. These have been a combination of polystyrene and plastic lined paper cups. KEEP-Cups had been a popular re-use program aimed at reducing this volume of cups, however their use has remained on hold due to continued guidance regarding reducing the risk of COVID-19 infection. Food Services worked with Supply to identify and trial a fully compostable single-use cup in Café Nosh, and then implemented across the rest of the organisation.

Staff also identified opportunities to reduce food waste. Since December 2021, at the end of each day chef's package up what is left after serving patient meals. This may be anywhere between 5 to 20 meals per meal service. These meals are snap frozen and sent to Warrnambool and District Food Share to be distributed to families in need, with 1,000 meals donated to Food Share in 2022.



*(l-r) Food Services Chef Christine Guardario and Bree Morgan from Café Nosh with a frozen meal and new compostable cups.*



*Josh O'Halloran from Café Nosh*

## Reusable medical devices

South West Dental Service (SWDS) have moved to the processing of reusable medical devices (RMDs) through the Central Sterile Supply Department (CSSD). For many years, SWDS processed RMDs internally utilising a similar system but on a much smaller scale to CSSD. Realising an opportunity to standardise practices within the organisation, a project was established for SWDS to move to CSSD with the objectives; to meet compliance standards, increase efficiencies, gain extra space within the clinic, and allow more time in the day to see Dental patients. Both SWDS and CSSD worked together on the project to ensure all staff were aware of the new processes and in February 2022 SWDS decommissioned their aging sterilising system.

*"The transition with lots of pre-planning has gone really smoothly and has built a great relationship between both the Dental and CSSD teams" Catherine Graham – Dental Assistant.*

# Human Services Standards Accreditation

The Centre Against Sexual Assault (CASA) achieved accreditation against the Human Service Standards in July 2021. In the executive summary report, the assessors made several comments about the CASA service, including:

- The services provided are supported by a strong clinical governance framework and well developed policies;
- It is evident in the feedback provided and seen that the staff are enthusiastic and committed to the provision of high-quality services; and
- Clients are very appreciative of the services available and how staff involve them in their care.

# Child Safe Standards

At South West Healthcare we recognise that empowering children and young people enhances their safety so we will always listen to the views of children and respect what they have to say. We are committed to the safety and wellbeing of all children and have a zero-tolerance attitude towards child abuse. We want children in our care and in our facilities to be safe, happy and empowered. We base decisions regarding the welfare and protection of children on the best interests of the child.

South West Healthcare ensures empowerment and safety for children and young people through adherence to the Child Safety Standards. From July 2022, there was an increase in the standards from the current seven to 11. South West Healthcare were ready for the transition to the new standards and will meet the cultural, safety, empowerment and protection needs of all children and young people we care for and work with.



## Joy in Work Project

In August 2021 the Allied Health and Community Rehabilitation Team successfully applied to participate in the Safer Care Victorian Wellbeing for Healthcare Workers Initiative, affectionately known as 'Joy in Work'. This 15-month initiative supports healthcare workers to create organisational change and reduce burnout in the workplace.

The Joy in Work Framework uses improvement science to test and measure changes that lead to improved wellbeing for healthcare workers. At South West Healthcare the Joy in Work team, led by Claire Nailon Manager Allied Health, has been busy engaging with staff to find out what matters to them and what brings them joy in the workplace.

From these responses, the team have been able to implement multiple ideas to improve the overall wellbeing of our staff. So far this has included the following initiatives:

- The Sunshine Squad – taking meetings outside for some fresh air and vitamin D (weather permitting!)
- Rock a Blocky – take 5 minutes from your day to take off your mask, get some fresh air, walk the block and have a chat with a colleague
- Joy in Work News – a monthly newsletter
- The Gratitude Tree – a “wall tree” where staff can share what they are grateful for or acknowledge a staff member.
- The Monthly Challenge – we are a competitive bunch, so what better way to promote some friendly competition than to issue a monthly challenge.

Each month we ask staff to undertake a brief survey to see how we are tracking. Although we still have six months to go, we are already finding staff are reporting increased levels of joy in the workplace.



# Preventing Harm

Patient safety is everyone's responsibility and South West Healthcare is committed to improving procedures and systems to prevent all errors that result in harm to a patient.

South West Healthcare documents all patient safety incidents in the Victorian Health Incident Management System 2 (VHIMS2). Reporting clinical incidents in this system provides an opportunity to identify preventable factors or themes that may be addressed to improve patient safety across the entire health service. In October 2021 an updated system was introduced. This changed the categories for reporting, increasing the number of incidents that were captured as clinical incidents.

2,355

Reported clinical incidents

98.5%

of incidents were minor or the patient was not harmed incidents

1.5%

were adverse events for the patient (ISR 1 and ISR 2 incidents) this is a decrease from 1.8% in 2020-21.

In the 1.5% per cent of errors rated as adverse, three were sentinel events, meaning serious harm to the patient that could end in death. These events were reported to the Board of Directors, Executive and externally to Safer Care Victoria and a review was completed. The review includes what we have learnt from the sentinel events and what we will do to provide better patient care.

# Feedback

At South West Healthcare consumers are involved in the development and design of quality healthcare. Continuous improvement of quality healthcare is achieved when the experiences of our patients, their families and the wider community are heard, understood and actioned. Consumers need to be partners in their care to help improve the quality and safety of the care provided.

# How Do People Have Their Say?

South West Healthcare uses many methods to encourage consumers to have their say about the care provided and the health service in general. Some of the methods to provide feedback include:

- Telephone 03 5563 4074
- Email [feedback@swh.net.au](mailto:feedback@swh.net.au)
- In writing, addressed to the Manager Quality and Risk, Ryot Street, Warrnambool, Victoria, 3280
- Feedback form on the website <https://southwesthealthcare.com.au/contact-us/feedback/>
- Point of care terminal at the bedside
- Face to face –tell staff caring for you

At South West Healthcare we are always working with patients and the wider community to hear what they have to say about their experiences. Any complaints received are managed in accordance with the Health Complaints Regulations 2019. Complaints go through a formal process of being acknowledged in a timely manner, reviewed by the relevant department and then a response back to the person making the complaint.

In 2021-22, South West Healthcare received

- 350 formal complaints, an increase from 292 the previous year
- 1,581 compliments an increase from 1,102 the previous year.

Compliments tell us what matters to people when accessing South West Healthcare, allowing us to understand positive care experiences. Letters and cards from patients form a central part of this learning; we are grateful for the time and effort and the significant gesture it is for staff.



(l-r) Todd Davis, Consultant Liaison Nurse, and Dr Ananda Kumara, Psychiatrist

# Consumer and Community Advisory Committee

The Consumer and Community Advisory Committee (CCAC) has been established to provide advice and guidance to South West Healthcare in carrying out its community engagement responsibilities, ensuring that community and consumer views are embedded in the planning and delivery of services across the health service. The CCAC reports to the Board of Directors. The CCAC is made up of consumer, community members, South West Healthcare staff and Board Directors.

In July 2021, South West Healthcare implemented a revised CCAC structure following

an external review, with the aim to involve patients and consumers from a 'bottom-up' approach to inform the patient and consumer experience. The structure provides for the formal CCAC meeting to occur quarterly with a series of working groups reporting into the CCAC. The working groups are led by CCAC members with key staff from South West Healthcare. The working groups established to date include Written Information for Consumers and the Consumer and Representative meeting for Merindah Lodge. In the coming 12 months the Diversity and Inclusion and Mental Health

Consumer and Carer Advisory groups will be established.

Another key addition to the CCAC structure is the introduction of Consumer and Community Engagement Forums. The Consumer and Community Engagement Forums are conducted to ensure the bringing together of consumers from key identified community groups to share ideas, opinions, concerns and experiences of South West Healthcare. The information collected from these forums is then used to improve consumer experience and service delivery across South West Healthcare.

## Reflections from a CCAC member

### Why did you become a CCAC member?

It sounds very cliché but I joined CCAC in the hope that I could make a difference. I saw it as a perfect vehicle to share my experience of being a patient and then the carer of a patient of South West Healthcare. I hadn't been in Warrnambool very long and landed in Emergency and then onto the wards awaiting surgery. During my stay one of the Unit Managers told me about CCAC and the work they did and the strength they had to make the consumers voice heard. I hoped that being a CCAC member would provide me an opportunity to feedback the good and bad which could then promote change. After all, if you don't know what is working well and what isn't then nothing changes.

### What have you been involved with?

Being a CCAC member I attend the committee meetings every three months which is when we get to review the work being done and assess the impact on consumers. There is a lot more opportunities to being a committee member than that though. I also volunteer in a working group that review ALL written information that South West Healthcare provide to anyone using their many services. Especially exciting was the opportunity to work with the redevelopment team to input the consumer perspective on all the big changes planned for various areas of South West Healthcare.

### What would you say to those thinking of becoming a CCAC member or consumer representative?

DO IT! I know that membership of a group like CCAC is not for everyone but if you are comfortable to represent your community and give it a voice within South West Healthcare then seriously think about the difference you can make. If on the other hand the idea of attending committee meetings leaves you cold, being a consumer representative gives you the chance to be involved in a particular project or area of interest.

South West  
Healthcare



South West Healthcare is always seeking expression of interest from patients, consumers and community members to join our CCAC as a committee member or to join our consumer representative list.

Consumer representatives are consumers who do not wish to join the formal CCAC meeting but wish to participate in other consumer activities as they arise.

If you are interested please contact our Manager Consumer Experience by phone 03 5563 1638 or email [CCAC@swh.net.au](mailto:CCAC@swh.net.au)